

Vancouver Firefighter's Credit Union Complaint Policy

As a respected member of VFFCU we appreciate your feedback. We're committed to doing everything we can to resolve your concerns.

Let us work with you to resolve your complaint using the following steps:

Step 1: Talk to us, we're here to help! Let us know how we can assist you. You can speak to us in office at #2-2801 Quebec Street, Vancouver BC or by calling our us directly at:

604-874-4911 or Toll Free 1-855-874-4911

If a member of our team is unable to resolve your complaint, you may escalate your concerns to management. Our senior leadership team is here to guide you through the complaint process to resolve your concerns.

***If your complaint is related to a suspected privacy breach, the matter may be referred to our Management Team immediately, in lieu of steps 2 and 3 in our process.**

Step 2: Is there more we can do? If our senior leadership team were not able to resolve your concerns, our team may refer you to the General Manager of VFFCU for additional support and assistance. If the General Manager receives a complaint that has not been handled by any of the channels in step 1, a representative from the senior leadership team may contact you to address your concerns. The General Manager can be contacted below:

Attn: General Manager of the VFFCU

#2-2801 Quebec Street

Vancouver, BC V5T 3A8

info@vanfirecu.com

Local: 604-874-4911

Toll-free: 1-855-874-4911

Step 3: Still not satisfied? Contact the Vancouver Firefighters Credit Board of Directors

Attn: VFFCU Board of Directors
#2-2801 Quebec Street
Vancouver, BC V5T 3A8
info@vanfirecu.com
Local: 604-874-4911

Step 4: After completing all steps in our complaint resolution process you may contact the Ombudsman for Banking Services and Investment (OBSI) to discuss your concerns:

OBSI

If you are not satisfied with the final decision from the VFFCU Board of Directors, or if 90 days have passed since the escalation of your complaint to Step 2, you may contact the Ombudsman for Banking Services and Investments (OBSI) about your complaint at:

401 Bay Street, Suite 1505
PO Box 5
Toronto, ON M5H 2Y4

ombudsman@obsi.ca
www.obsi.ca

Toll-free: 1-888-451-4519

VFFCU is committed to establishing an inclusive and equitable workplace that provides a fair process for our valued members and staff.